



U.S. General Services Administration



Safety & Accidents when Leasing from GSA

Reducing accident risk and managing post-accident activities

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2015 Federal Fleet Management Training
General Services Administration



GSA Motor Vehicle Management Value Proposition



Right Vehicle



Right Price



Great Service

and the data required to effectively and efficiently manage a fleet



Presentation Overview

- Why this stuff is important
- Contributing Factors
- Driver Awareness
- Safety Advancements
- In the event of an Accident





GSA Fleet Collision Statistics

Accidents

	FY12	FY13	FY14
Total Number of Accidents	7,141	6,839	7,166
Accidents Per Million Miles	3.7	3.8	4.0

Incidents

Total Number of Incidents	15,038	14,181	13,849
Incidents Per Million Miles	7.8	7.9	7.9

Data does not include vehicles overseas



GSA Fleet Collision Statistics

Accident and Incident Costs

	FY12	FY13	FY14
All Accident and Incident Costs	\$34.9M	\$33.3M	\$32.3M
Average Cost Per Accident	\$1,808	\$1,877	\$1,767
Average Cost Per Incident	\$1,479	\$1,459	\$1,463

Injuries and Fatalities

Number of Injuries	577	575	621
Number of Fatalities	17	8	18
Fatality Rate	.9	.4	1.03

*NHTSA's 2012 national fatality rate is 1.13 per 100 million miles travelled



Data does not include vehicles overseas





Hidden Costs

- Tort claims for GOV at fault with 3rd party can be tremendous
 - December 2014 – Government settles for \$2.5 million resulting from accident in which 3rd party was killed. Government did not admit fault. GOV driver cited for DUI.
 - June 2014 – Judicial award of \$5.4 million to 3rd party who suffered severe injury including amputation. GOV driver found to be speeding and failure to yield.
- National Safety Council: Average Economic Cost per Death, Injury, or Crash, 2012
 - Includes: wages, productivity losses, medical expenses, administrative expenses, motor vehicle damage and employers' uninsured costs
 - Death = \$1,410,000
 - Nonfatal Disabling Injury = \$78,900
 - Property Crash Injuries (including non-disabling) = \$8,900



Types of Accidents / Incidents

• Collision with another vehicle	33.3%
• Damage found at inspection	24.4%
• Struck stationary object	19.2%
• Other	14.2%
• Animal strike	4.4%
• Act of nature	1.8%
• Ran off road	1.4%
• Vandalism	0.9%
• Hit and Run	0.2%
• Struck pedestrian	0.1%
• Theft	0.1%

*FY12 thru FY14 Data from GSA's Comprehensive Accident Reporting System



Accident Contributing Factors

- Wet / Foggy Conditions
- Icy / Snowy Conditions
- Distracted Driver
- Driver Under Influence
- Vehicle Malfunction
- Speeding / Reckless Driving





Distracted Driving

Compared to an alert driver ...

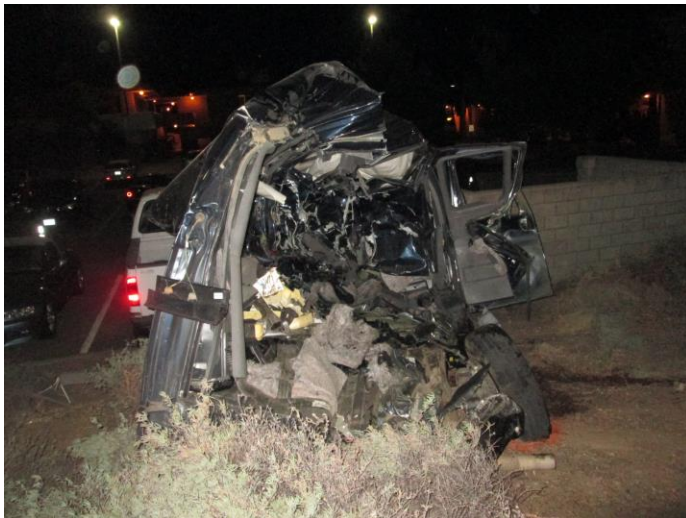
The action of ...	Increases collision risk by ...
Dialing a cell phone	2 to 3 times
Texting	23 times
Reaching for moving objects	9 times
Looking at external objects	3.7 times
Reading	3.4 times
Applying makeup	3 times

Source: National Safety Council, *Injury Facts*, 2009 Edition.

“Multitasking is a myth... brains perform only one task at a time”
- National Safety Council



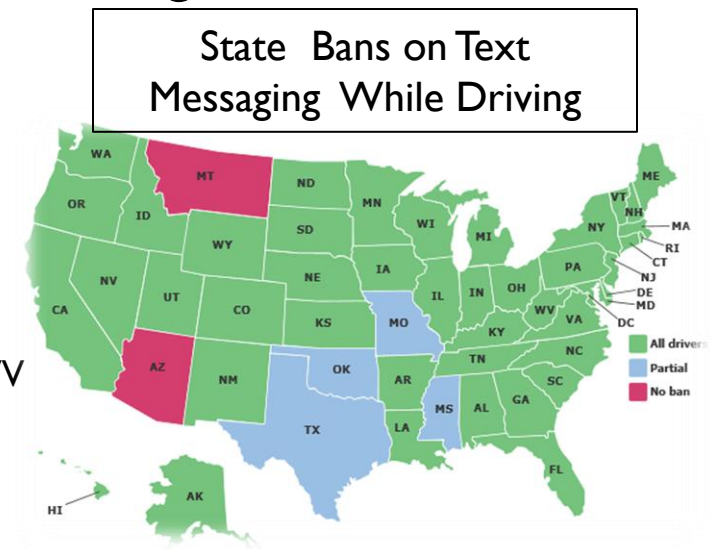
What We See





Operating a Government Vehicle – Rules and Regulations

- Federal Management Regulation 102-34-235 - “Except when the scope of their employment dictates otherwise, operators of Government vehicles shall obey all state and local motor vehicle traffic laws.”
- Executive Order 13513 - prohibits federal employees from texting when behind the wheel of a GOV, or when driving a POV while on official Government business
 - Text messaging is banned for all drivers in 44 states and DC (September `14)
 - Use of hand-held cell phones is banned for all drivers in 14 states, D.C., Puerto Rico, Guam, and U.S. Virgin Islands
 - CA, CT, DE, HI, IL, MD, NJ, NH, NY, NV, OR, VT, WA, WV
- Current Laws: ihs.org/laws and <http://www.distraction.gov/content/get-the-facts/state-laws.html>





Fleet Vehicle Misuse Reports

- Commonly reported items:

- Speeding
- Reckless driving
- Unofficial use
- Cell phone use
- Smoking
- Parking violations

- Reported via howsmysdriving@gsa.gov

- More than 1,000 reports received annually

- GSA forwards to agency fleet manager for investigation

- Agency fleet manager requested to respond to inquiry





Pilot Program

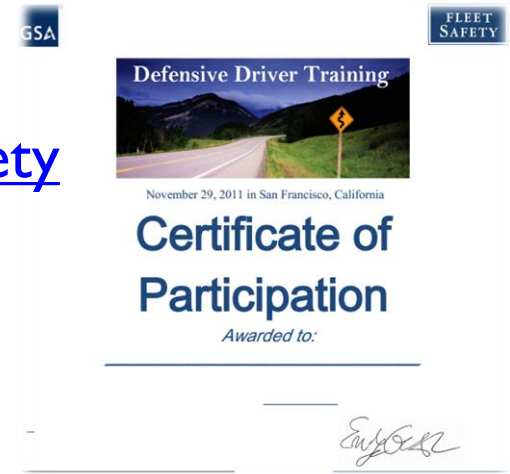
HOW'S MY DRIVING?
driving.gsa.gov

- Decals were designed to:
 - Increase the visibility of the “How’s My Driving” program
 - Standardize reporting procedures
- Initiated Pilot with GSA’s internal fleet vehicles
 - All GSA internal vehicles are required to have a decal on the rear windshield
- Marine Corps will begin piloting decals in FY15



Fleet Education

- Free On-line Training Resources
 - National Safety Program - gsa.gov/driversafety
 - Defensive Driving Course
 - Accident Management and Prevention Training
 - DriveThru.fas.gsa.gov
 - GSA Fleet Desktop Workshops
 - www.youtube.com/user/GSADesktopWorkshop
- Driver Safety Campaigns:
 - Distracted Driver Awareness Month (April)
 - Drive Safely Work Week (October)



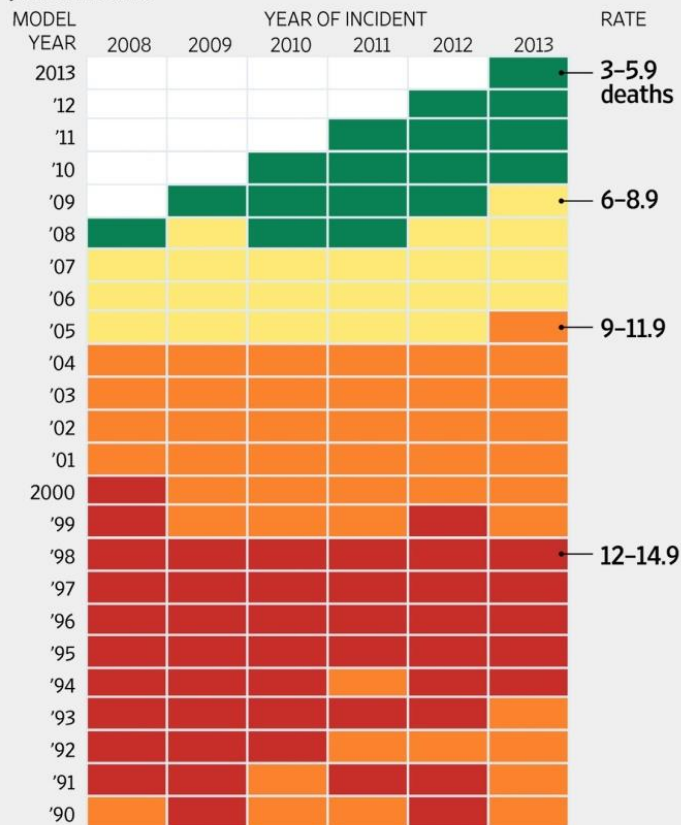
Distracted Driving Awareness Month



Safety Advancements

Newer Cars Are Safer

Rate of traffic fatalities per 100,000 cars on the road, by model year and year of incident



Source: WSJ analysis; Experian Information Solutions

The Wall Street Journal

- Significant and sustained reduction in the fatality rate every 3-5 years.
- Changes in crash testing impact vehicle construction
- Key NHTSA Safety Regulations
 - 1998/1999 - Front airbags became standard
 - 2007 - Adaptive front airbags became standard
 - 2012 - Electronic Stability Control (ESC) with Anti-lock brakes became standard.
 - 2018 - Backup cameras become standard



Vehicle Safety Ratings



NHTSA's 5-Star Rating Program

- Evaluates full frontal, side impact and rollover potential
- Added tests in 2011 to include:
 - Advanced technology features
 - Side pole impact
 - Diverse Anthropomorphic Test Dummies (ATD)
 - Overall vehicle scores

IIHS's Safety Award Program

- Additional front, side, rear and roof testing
- Added tests in 2013 to include:
 - Small-overlap front test
 - Frontal crash prevention technology



Safety Ratings continued

Top 10 New Vehicle Orders from FY 2014

Vehicle	NHTSA	IIHS
Dodge Grand Caravan	4 stars	
Chevrolet Cruze	5 stars	
Chevrolet Malibu	5 stars	Top Safety Pick
Ford Focus	5 stars	Top Safety Pick
Hyundai Sonata Hybrid	5 stars	Top Safety Pick
Ford F150	4 stars	
Ford F250	Not tested.	
Ford C-Max HEV	4 stars	Top Safety Pick
Chevrolet Impala	5 stars	
Dodge Ram 1500	4 stars	



Compact Sedan

Comparison of Federal Vehicle Standard SIN 8C standard features and available options between FY2009 and FY2015

SIN 8C	2009	2015
Automatic Vehicle Stability Control	X	S
Side Supplemental Restraint System (Row 1)	S	S
Side Supplemental Restraint System (Row 2)	O	O
Power Antilock Brakes, Front and Rear	S	S
Frontal Supplemental Restraint System Driver and Front Passenger	S	S
Daytime Running Lights	S	S
Automatic Traction Control	O	S
Bluetooth Compatible System	O	O
Blind Spot Detection System	X	O
Backup Camera	X	O
OEM Reverse Obstacle Sensor	X	O



Full Size Passenger Van

Comparison of Federal Vehicle Standard SIN 24 standard features and available options between FY2009 and FY2015

SIN 24	2009	2015
Automatic Vehicle Stability Control	S	S
Side Supplemental Restraint System (Row 1)	O	O
Side Supplemental Restraint System (Row 2)	O	O
Side Supplemental Restraint System (Row 3)	O	O
Power Antilock Brakes, Front and Rear	S	S
Frontal Supplemental Restraint System Driver and Front Passenger	S	S
Daytime Running Lights	S	S
Restraint System, All Seated Positions	S	S
Laminated Safety Side Glass	O	O
Automatic Traction Control	S	S
Bluetooth Compatible System	X	O
Backup Alarm	X	O
Backup Camera	O	O
Lane Departure Warning System	X	O
OEM Reverse Obstacle Sensor	O	O

Standard on available models

GSA Fleet offering as standard equipment for FY15 on full size vans



Rear View Cameras

- NHTSA published final rule requiring passenger vehicles less than 10,000 lbs to have rear visibility technology by May 2018
- NHTSA estimates that mandatory rear view cameras will annually prevent:
 - 15,000 injuries
 - 210 fatalities

Backing Accident:
Date: 6 October 2014
Make: 2009 Pontiac G6
Agency Bill: **\$2,421**





Next Generation Technology

- Auto Braking
- Forward Collision Warning
- Blind Spot Warning
- Lane Departure Warning





What to do if you are in an Accident

- Stop in a **safe** area and turn on your flashers
- Call the police or emergency response
- Refer to the Accident Reporting Kit located in your glove box
- For more detailed information you can go to:
www.gsa.gov/accident

The image shows a GSA Motor Vehicle Accident Reporting Kit form. The form is titled "MOTOR VEHICLE ACCIDENT REPORTING KIT" and includes a list of instructions for what to do in the event of an accident. The instructions are numbered 1 through 14. The form also includes a section for "In Case of Accident" and a "NOTE" at the bottom. The GSA logo is visible in the top left corner of the form.

GSA
U.S. General Services Administration

MOTOR VEHICLE ACCIDENT REPORTING KIT

In Case of Accident

1. Stop immediately and turn on emergency flashers.
2. Take steps to prevent another accident at the scene.
3. Call a doctor or ambulance if necessary.
4. Notify police.
5. **DO NOT sign any paper or make any statement** as to who was at fault (except to your supervisor or to a Federal Government investigator.)
6. Get name and address of each witness. Ask the witness to complete Standard Form (SF) 94, Statement of Witness, contained in this envelope.
7. State your name, address, place of employment, name of your supervisor, and upon request show your operator's permit and vehicle registration card. (NOTE: Only Government-owned or leased vehicles registered in the District of Columbia or displaying state tags have registration cards.)
8. Complete Standard Form (SF) 91, Motor Vehicle Accident Report (or reporting form required by your agency) at the scene. If conditions prevent this, make notes of the following:
 - a. Registration information for other vehicle(s) (owner's name, owner's address, tag number, VIN, and vehicle description);
 - b. Information on other drivers (name, address, operator's permit number, and expiration date);
 - c. Name, address and phone number of each person involved and extent of injury, if any; policy number, and;
 - d. Name, address and phone number of company insuring other vehicle(s) and insurance
 - e. General information such as location, time, measurements, weather, damage, etc.
9. For proof of fault, submit a copy of the Police Report along with the SF 91.
10. If you have a camera, take pictures of the accident scene and any damage to the vehicles involved. Submit the pictures along with the SF 91.
11. Notify state, county or local authorities as required by law and CALL OUR TOLL FREE Accident Management Center (AMC) at 866-400-0411 (7:00 am - 6:00 pm CST).
12. If the vehicle is unsafe to operate, call the AMC at 866-400-0411 (7:00 am - 6:00 pm CST).
 - a. After 6:00 pm CST, if your vehicle is less than 3 years/36,000 miles it may be covered by a manufacturer's Roadside Assistance Program. Contact the appropriate manufacturer at the following toll free numbers: Ford: 800-241-3673, Chrysler, Dodge: 800-521-2779, Chevrolet: 800-243-8072, GM: 800-462-8702, Pontiac: 800-762-2737 and Honda: 800-465-7587, towing and minor services may be arranged at no extra cost.
 - b. If the Roadside Assistance Program does not apply to your vehicle, contact our After Hours Emergency toll free number, 866-WEX-4GSA. A customer service representative will authorize towing expenses and any other after hour's emergency services up to \$500.00.
13. Submit all reports and data to your supervisor within one working day. Your supervisor should fax them to the AMC within five days.
14. Injuries should be processed through your agency personnel office using a CA-1 form.

NOTE: If you are injured, have the police notify your supervisor who will assume your responsibilities for reporting the accident.
(See list of contents on reverse)

GSA Form 1627 (Rev. 11/00)
Prescribed by FSS P 5600.8



Government Insurance

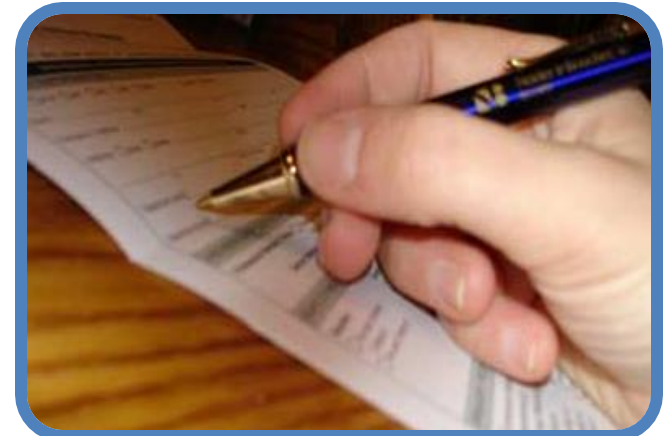
- U.S. government is **self-insured** for:
 - Loss or damage to government property
 - Liability of government employees for actions within the scope of their duties.
 - Claims for injury or death of identifiable 3rd parties
 - Damages to identifiable 3rd parties from federal employee negligence
- GSA-leased vehicles located outside of the U.S. may require commercial auto insurance





Forms

- Submitted to GSA AMC by GOV driver
 - **SF-91**: Motor Vehicle Accident Report – **REQUIRED** within 5 days
 - **SF-94**: Statement of Witness
- Submitted to Driver's Agency
 - **CA-I**: Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation
 - Submitted by GOV driver if injured
 - **SF-95**: Claim for Damage, Injury or Death
 - Submitted by 3rd party if involved





SF-91 Important Information

In the event that another vehicle is involved in an accident the information in section II must be filled out completely in order to process any claims.

MOTOR VEHICLE ACCIDENT REPORT		Please read the Privacy Act State-		INSTRUCTIONS: Sections I through IX are filled out by the vehicle operator. Section X, Items 72 thru 82 are filled out by the operator's supervisor. Section XI thru XIII are filled out by the accident investigator. Section XIV is filled out by the insurance company.	
SECTION I - FEDERAL VEHICLE DATA					
1. DRIVER'S NAME (Last, first, middle)		2. DRIVER'S LICENSE NO./STATE/EXPIRATION DATE			
4a. DEPARTMENT/FEDERAL AGENCY PERMANENT OFFICE ADDRESS		4b. WORK TELEPHONE NUMBER			
5. TAG OR IDENTIFICATION NUMBER	6. EST. REPAIR COST	7. YEAR OF VEHICLE	8. MAKE	9. MODEL	10. SEAT BELTS USED <input type="checkbox"/> YES <input type="checkbox"/> NO
11. DESCRIBE VEHICLE DAMAGE					
SECTION II - OTHER VEHICLE DATA (Use Section VIII if additional space is needed)					
12. DRIVER'S NAME (Last, first, middle)		13. SOCIAL SECURITY NO./ TAX IDENTIFICATION NO.		14. DRIVER'S LICENSE NO./STATE/LIMITATIONS	
15. a DRIVER'S WORK ADDRESS		15b. WORK TELEPHONE NUMBER			
16a. DRIVER'S HOME ADDRESS		Include city, state, and zip code with addresses			
17. DESCRIPTION OF VEHICLE DAMAGE		18. ESTIMATED REPAIR COST \$			
19. YEAR OF VEHICLE	20. MAKE OF VEHICLE	21. MODEL OF VEHICLE		22. TAG NUMBER AND STATE	
23a. DRIVER'S INSURANCE COMPANY NAME AND ADDRESS		23b. POLICY NUMBER			
		23c. TELEPHONE NUMBER			
24. VEHICLE IS <input type="checkbox"/> CO-OWNED <input type="checkbox"/> RENTAL <input type="checkbox"/> LEASED <input type="checkbox"/> PRIVATELY OWNED		25a. OWNER'S NAME(S) (Last, first, middle)		25b. TELEPHONE NUMBER	
26. OWNER'S ADDRESS(ES)					
SECTION III - KILLED OR INJURED (Use Section VIII if additional space is needed)					
27. NAME (last, first, middle)		28. SEX		29. DATE OF BIRTH	



Additional Documentation

- Required
 - Police Report
 - Estimate from vendor
 - Will need 3 estimates if over \$2,500

- Optional
 - Photos



USE TYPEWRITER OR BALL POINT PEN - PRINT FIRM

CHEVROLET BODY SHOP
Federal ID #: **WOODY SHOP**
101 E MONTGOMERY
PRELIMINARY ESTIMATE
Written By: Adjuster

Claim # **XXXXX XXX XXX**
Policy # **XXXXX XXX XXX**
Deductible: **\$250.00**
Date of Loss: **Collision**
Type of Loss: **12. Front**
Point of Impact: **12. Front**
Business: **XXXXX XXX XXX**

Business: XXXXX XXX XXX
25 Days to Repair
Odometer: **109577**

Discovery Way
KX 6-3.0L-FI 4D SED WHITE Inti
Prod Date: **XXXXX XXX XXX**

Rear Defogger
Intermittent Wipers
Theft Deterrent/Alarm
Clear Coat Paint
Power Windows
Power Mirrors
Stereo
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Automatic Transmission

Tilt Wheel
Climate Control
Dual Mirrors
Power Steering
Power Locks
AM Radio
Search/Seek
Driver Air Bag
Leather Seats
Overdrive

DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
OP.	1				
TOM IN 6-29-06 OUT 7-28-06	1	180.00		1.8	2.6
ESTIMATE CONVERSION	1			0.1	1.8
FRONT BUMPER	1	18.00		0.1	0.8
Repl A/W Bumper Cover	1	16.00		Incl.	0.3
Add for Clear Coat	1	38.05			
Repl A/W Upper beam side	1	11.33		0.1	
Repl A/W Upper beam center					
Repl Energy absorber					
Repl license frame					



Tracking Collision History and Data

- Key information to monitor for developing trends
 - Number of accidents and accident costs
 - Driver fault, road and weather conditions
- How can you get and use CRASH
- Customers can access CRASH by going to Drive-thru
 - drivethru.fas.gsa.gov
- Provides line-by-line data on all accidents
 - Customer/driver information
 - Accident information
 - Repair costs



For More Information

- **National Safety Program**
 - www.gsa.gov/driversafety
- **Accident Management Center**
 - www.gsa.gov/accident:
- **Your Fleet Service Representative**
 - www.gsa.gov/fsr
- **GSA Fleet Central Office: (703) 605-5630**